



## 2012 FAN GUIDE

While you're watching the world's most attended annual sporting event, you're also giving back to your community. Proceeds from the US Open go toward funding the USTA's mission of promoting and developing the growth of tennis in the United States.

- In 2011, the USTA directed \$49 million to communities across America to build and expand public tennis courts, fund scholarships and grants, offer tutoring, and provide racquets and balls to youth.
- The USTA has provided over 170,000 free racquets to hundreds of after school programs that serve up much more than just tennis.
- In 2011, the USTA provided \$2 million in grants to park and recreation agencies, YMCAs, National Junior Tennis and Learning chapters and school districts for tennis programs, as well as tennis court construction, expansion and refurbishments.
- In 2002, the USTA became the first national governing body of both an Olympic and Paralympic sport.
- For USTA Serves\*, the national charitable foundation of the USTA, tennis more than just a game. It's a responsibility - which is why over the past 12 years, USTA Serves has directed over \$13 million in education scholarships and program grants, including \$3.3 million in college scholarships and player incentive awards to middle and high school students and \$10.5 million to fund mentoring tutoring and nutritional guidance programs for children and people with disabilities - serving up a real difference.

This guide is designed to help you get the most out of your 2012 US Open experience. However, if you are in need of further assistance or information, please feel free to call the USTA Billie Jean King National Tennis Center Ticket Office at 718.760.6363 or go to [USOpen.org](http://USOpen.org).

Thank you for your continued support, and we look forward to seeing you at this year's US Open!

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\*USTA Serves Incorporated is a 501 (c)(3), tax-exempted, not-for-profit, charitable and educational organization. To learn more about USTA Serves Incorporated, please go to [USTAServes.com](http://USTAServes.com). © 2012 United States Tennis Association Incorporated

## TOURNAMENT SCHEDULE\*

Date/ Session	Day/ Evening	Time	Featured Matches
<b>Monday, August 27</b>			
1	Day	11:00 am	Men's/Women's 1st Round
2	Evening	7:00 pm	Men's/Women's 1st Round
<b>Tuesday, August 28</b>			
3	Day	11:00 am	Men's/Women's 1st Round
4	Evening	7:00 pm	Men's/Women's 1st Round
<b>Wednesday, August 29</b>			
5	Day	11:00 am	Men's 1st Round/Women's 2nd Round
6	Evening	7:00 pm	Men's/Women's 2nd Round
<b>Thursday, August 30</b>			
7	Day	11:00 am	Men's/Women's 2nd Round
8	Evening	7:00 pm	Men's/Women's 2nd Round
<b>Friday, August 31</b>			
9	Day	11:00 am	Men's 2nd Round/Women's 3rd Round
10	Evening	7:00 pm	Men's 2nd Round/Women's 3rd Round
<b>Saturday, September 1</b>			
11	Day	11:00 am	Men's/Women's 3rd Round
12	Evening	7:00 pm	Men's/Women's 3rd Round
<b>Sunday, September 2</b>			
13	Day	11:00 am	Men's 3rd Round/Women's Round of 16
14	Evening	7:00 pm	Men's 3rd Round/Women's Round of 16
<b>Monday, September 3</b>			
15	Day	11:00 am	Men's/Women's Round of 16
16	Evening	7:00 pm	Men's/Women's Round of 16
<b>Tuesday, September 4</b>			
17	Day	11:00 am	Men's Round of 16/Women's Quarterfinal
18	Evening	7:00 pm	Men's Round of 16/Women's Quarterfinal
<b>Wednesday, September 5</b>			
19	Day	11:00 am	Men's and/or Women's Quarterfinal
20	Evening	7:00 pm	Men's and/or Women's Quarterfinal
<b>Thursday, September 6</b>			
21	Day	11:00 am	Men's Quarterfinal/Mixed Doubles Final
22	Evening	7:00 pm	Men's Quarterfinal
<b>Friday, September 7</b>			
23	Day	11:00 am	Men's Doubles Final/Women's Semifinals
<b>Saturday, September 8</b>			
24	Day	11:00 am	Men's Semifinals
25	Evening	7:00 pm	Women's Final/Pre-Match Ceremony
<b>Sunday, September 9</b>			
26	Day	12:00 pm	Women's Doubles Final/Men's Final

\*Subject to change.

## HOW TO GET ACCESS

**Box Office** — Opens Monday, June 11.  
Located on the east side of the Grandstand  
in Parking Lot B.

**Children** — Children under two years old  
are admitted free but must sit on the lap of an  
accompanying ticket holder.

**Grounds Admission** — Grounds Admission  
tickets will be sold each day for the first eight  
day sessions (Monday, August 27 — Monday,  
September 3). Grounds Admission tickets are  
sold in advance and may also be available for  
purchase at the Box Office on the day of the  
matches (subject to availability). These tickets  
provide access to all field courts (seating based  
on availability) with the exception of Arthur  
Ashe Stadium.

## FINAL SUNDAY GROUNDS ADMISSION TICKET

Share in the excitement of Final Sunday, September 9, with a \$5 Grounds Admission. This ticket admits you to the Junior Singles Finals and lets you catch all the action of the Men's Singles and Women's Doubles Finals on big-screen TVs located throughout the grounds. You can also enjoy regional cuisine and live entertainment in the Food Village and South Plaza. These Grounds Admission tickets may be sold in advance and will be available for purchase at the Box Office on the day of the Finals (subject to availability). All Final Sunday Grounds Admission proceeds benefit USTA Serves, the National Foundation of the USTA, which funds tennis and education programs for at-risk children and people with disabilities.

**Qualifying Tournament FREE** — Come out and see the tennis stars of tomorrow! The US Open Qualifying Tournament takes place Tuesday, August 21, through Friday, August 24, with matches beginning at 11:00 am daily.

**Ticket Resale** — The USTA has made managing your series subscription and mini-plan tickets easier than ever! When you can't make a session, the US Open Ticket Exchange lets you reach more potential buyers or easily forward your tickets to friends. Your tickets never have to go unused again! Subscribers can learn more by logging in to "My US Open Account" on [USOpen.org](http://USOpen.org).

**Seating upgrades** — Ticket holders may upgrade their tickets on the day of the session at the Ticket Upgrade Window, subject to availability. The window is located inside the East Gate adjacent to the Box Office, and is open from 12:00 noon to 8:00 pm daily.

**Hospitality** — Superb cuisine, New York ambiance and the hottest tickets in town make US Open hospitality outings some of the greatest opportunities in sports entertainment. For more information or to reserve a hospitality package, please contact Raleigh Leahy at 914.696.7275 or email [leahy@usta.com](mailto:leahy@usta.com).

**Luxury Suites** — The Luxury Suites are located on the Club and Mezzanine levels of Arthur Ashe Stadium.

**Join us again in 2013!** — Visit our Ticket Sales and Information Booth on the grounds to place a deposit on a ticket plan for the 2013 US Open.



## WHAT YOU CAN BRING

**Alcohol** — N.Y. State liquor regulations do not permit guests to bring alcoholic beverages onto the grounds. It is also prohibited for guests to exit the site with alcoholic beverages.

**Animals** — Certified service dogs for guests with disabilities are welcome at the facility.

**Chase ATM Machines** — There are nine Chase ATM machines on the grounds and three inside Arthur Ashe Stadium. For locations, consult the Grounds Map on page 11.

**Esurance Baggage Check** — Single-compartment bags no larger than 12"W x 12"H x 16"L may be brought onto the grounds. Backpacks are prohibited. There is no bag storage on the grounds. For a nominal charge, there is bag storage located outside the South and East Gates. Glass bottles and cans may not be brought into the facility. Exceptions are baby bottles, jarred infant food, medication and single-serve, soft-sided milk or juice containers for children. Drinking fountains are located throughout the site.

**Cameras & Camcorders** — Guests may not bring commercial video cameras or recording devices into the facility. The use of flash is prohibited. Cameras (including camera phones) are allowed onto the site if they meet the 12"W x 12"H x 16"L bag requirements.

**Flags, Banners & Signs** — Flags, banners and signs are not permitted inside the facility.

**Umbrellas** — Umbrellas are permitted inside the facility but may not be used in stadiums during match play.



**Security at the USTA Billie Jean King National Tennis Center** — Safety is our highest priority at the US Open, and we will continue to take every reasonable step to ensure the safety of everyone entering the USTA Billie Jean King National Tennis Center gates. We will once again be implementing several important security measures in conjunction with local, state and federal law enforcement agencies:

1. We encourage you to arrive early to avoid delays and help speed the entry of all spectators.
2. All fans will go through a screening process before passing through the USTA Billie Jean King National Tennis Center entry gates.
3. There will be a limit of one bag per person admitted onto the grounds.
4. All bags are subject to search and cannot be larger than 12"W x 12"H x 16"L.
5. There will be no bag storage on the grounds. For a nominal charge, there is a bag storage facility outside the grounds.
6. Speed lines for those fans without bags will be available at all gates.
7. The following items are prohibited and MAY NOT be brought onto the premises:
  - Backpacks
  - Hard coolers or like containers
  - Sealed packages of any kind
  - Bottles or cans (glass or metal)
  - Aerosol cans or noisemaking devices
  - Alcohol
  - Video cameras or recording devices
  - Computers or laptops
  - Food (except in limited quantities, or for medical, dietary or infant purposes)
  - Weapons
  - Animals (unless a service animal)
  - Flags, banners or signs
  - Any materials constituting unauthorized advertising or promotion
  - Laser pointing devices
  - Tennis racquets
  - **Any other items deemed inappropriate or dangerous by US Open personnel, in their sole discretion**

Your cooperation, patience and understanding are greatly appreciated as we enhance and expand our security efforts to make your visit to the US Open safe and enjoyable.

Thank you for your continued support and patronage.

## TRANSPORTATION

### BY CAR

#### FROM MANHATTAN

Take the RFK Bridge (formerly Triborough) to the Grand Central Parkway East. Exit the Grand Central Parkway East at Exit 9E—I-678/RT-25A East/Northern Boulevard East. Stay to the left and follow to the Van Wyck Expressway South. Exit the Van Wyck Expressway South at Exit 12A—College Point Blvd. Follow signs to US Open Parking.

#### FROM BROOKLYN (OPTION #1)

Take the Brooklyn-Queens Expressway (BQE/I-278) East to the Grand Central Parkway East. Exit the Grand Central Parkway East at Exit 9E—I-678/RT-25A East/Northern Boulevard East. Take the RT-25A East/Northern Boulevard East exit ramp toward the Mets stadium. At the first traffic light off the exit ramp, make a right onto Shea Road. Follow signs to US Open Parking.

### FROM BROOKLYN (OPTION #2)

Take the Jackie Robinson Parkway to the Van Wyck Expressway North. Exit the Van Wyck Expressway at Exit 12A. Continue straight onto College Point Blvd. Follow signs to US Open Parking.

### FROM LONG ISLAND

Take the Long Island Expressway (LIE/I-495) West to Exit 22B—College Point Blvd. At the first light, make a right onto College Point Blvd. Follow signs to US Open Parking.

### FROM CONNECTICUT/WESTCHESTER (OPTION #1)

Take I-95 to the Whitestone Bridge to the Whitestone Expressway South. Stay to the left and take the Van Wyck Expressway. Exit the Van Wyck Expressway South at Exit 12A—College Point Blvd. Follow signs to US Open Parking.

### FROM CONNECTICUT/WESTCHESTER (OPTION #2)

Take I-95 to the Throgs Neck Bridge to I-295/Clearview Expressway South. Exit I-295/Clearview Expressway South at Exit 4—Long Island Expressway (LIE/I-495) West. Take the Long Island Expressway (LIE/I-495) West to Exit 22B—College Point Blvd. At the first light, make a right onto College Point Blvd. Follow signs to US Open Parking.

### FROM NORTHERN NEW JERSEY (OPTION #1)

Take the George Washington Bridge to the Harlem River Drive, then to the RFK Bridge (formerly Triborough). Follow "FROM MANHATTAN" directions on page 3.

### FROM NORTHERN NEW JERSEY (OPTION #2)

Take the George Washington Bridge to the Cross Bronx Expressway, then to the Whitestone Bridge. Take the Whitestone Expressway South. Stay to the left and take the Van Wyck Expressway. Exit the Van Wyck Expressway South at Exit 12A—College Point Blvd. Follow signs to US Open Parking.

### FROM SOUTHERN NEW JERSEY

Take the Verrazano Bridge to the Brooklyn-Queens Expressway (I-278) East to the Grand Central Parkway East. Follow "FROM BROOKLYN (Option #1)" directions on page 3.

## PARKING INFORMATION

Parking is available in the lots adjacent to the Mets stadium during the US Open (\$20 fee), except for the dates when the New York Mets are playing at home (see dates below) when parking will be available in Lots 1 – 7 (\$20 fee). Parking is available at numerous locations (see the Parking Map on page 12). ADA parking is available in Lot H.

**TRAFFIC ALERT** — Please use public transportation. Due to anticipated traffic conditions, we strongly recommend that all US Open attendees utilize public transportation on all days during the tournament.

### The USTA anticipates traffic congestion during the Mets' conflict dates listed below:

Friday, 8/24	Saturday, 8/25	Sunday, 8/26
Friday, 9/7	Saturday, 9/8	Sunday, 9/9

## AVOID DELAYS—USE PUBLIC TRANSPORTATION

For the latest on US Open transportation, parking and traffic information, please visit the US Open Web site at [USOpen.org](https://www.usopen.org). Additionally, please visit the MTA's Web site for public transportation schedule and fare information at [www.mta.info](https://www.mta.info).

**Parking Shuttles** — Parking lot shuttles for Lots D, E, F and G and Lots 1 – 7 are located outside the East Gate. The Parking Lot H Shuttle is located outside the South Gate (see the Parking Map on page 12).



## BY PUBLIC TRANSPORTATION

**Subways** — The subway (#7 train) and LIRR are located up on the boardwalk across from Parking Lot B. Exit via the East Gate.

### SUBWAY (OPTION #1)

Take the Flushing-bound 7 train from Times Square-42nd Street, 5th Avenue-Bryant Park or Grand Central-42nd Street to the Mets-Willets Point station. The USTA Billie Jean King National Tennis Center is about a three-minute walk down the ramp from the station.

### SUBWAY (OPTION #2)

Take the Queens-bound E or F trains to Jackson Heights-Roosevelt Avenue and transfer upstairs to the Flushing-bound 7 train to the Mets-Willets Point station.

### BUS

Bus service is available throughout the five boroughs of New York City to Grand Central Terminal or Times Square, where 7 subway service is available. In addition, the Q48 bus in Queens goes directly to the Mets stadium, adjacent to the USTA Billie Jean King National Tennis Center. For more information, visit the MTA's Web site, [www.mta.info](https://www.mta.info).

### RAILROAD (LIRR)

The Long Island Rail Road Port Washington branch provides service to the USTA Billie Jean King National Tennis Center (Mets-Willets Point station) during the US Open. Contact the LIRR for schedule information at 718.217.5477.

### RAILROAD (METRO-NORTH)

Take Metro-North to Grand Central Terminal and take the Flushing-bound 7 train to the Mets-Willets Point station. The USTA Billie Jean King National Tennis Center is about a three-minute walk down the ramp from the station.

### RAILROAD (NEW JERSEY TRANSIT)

Take a New Jersey Transit train to Penn Station and take the LIRR to the Mets-Willets Point station. You can also take the 1 2 3 from Penn Station to Times Square-42nd Street and transfer to the Flushing-bound 7 for service to the Mets-Willets Point station. The USTA Billie Jean King National Tennis Center is about a three-minute walk down the ramp from the station.

**Taxis/Car Service** — Taxis are located on Roosevelt Avenue across the boardwalk under the 7 train. Car service dropoff/pickup is located at the New York State Pavilion (just past the Unisphere).

## TIMES OF ENTRY

### DAY SESSIONS

All gates open to the public daily at 10:00 am. (For the final session on Sunday, September 9, gates open at 11:00 am.)

### EVENING SESSIONS

All grounds gates open at 6:00 pm. Arthur Ashe Stadium will open at 6:30 pm or 40 minutes after the conclusion of the day sessions. Guests with restaurant passes, hospitality invitations and Luxury Suite ticket holders will have access to the site, through the East Gate, and restaurant elevators at 5:00 pm. Early entrance evening ticket holders will have access to the grounds at 4:00 pm.

## 2012 US OPEN INCLEMENT WEATHER POLICY

The following policy applies to individual session tickets purchased directly through Ticketmaster (and not via ticket auction, ticket exchange, resale or secondary ticket outlet), [USOpen.org](http://USOpen.org) or in person at the USTA Billie Jean King National Tennis Center Box Office. **Please note that this policy does not apply to the following tickets, which are not available for refund or exchange:**

- (a) Arthur Ashe Stadium Courtside, Loge and Promenade Subscription tickets (as Subscribers of Record have access to all matches through tournament completion);
- (b) Arthur Ashe Stadium Luxury Suite tickets;
- (c) All tickets issued as Complimentary;
- (d) All tickets purchased through any auction, exchange, resale or secondary outlet (including individual session tickets purchased through the official US Open ticket exchange, the Ticketmaster ticket exchange or the TicketsNow ticket exchange);
- (e) All tickets for Sessions #23 through #26.

Patrons are advised that the US Open schedule of play, as well as session dates, number of matches, and starting times, are subject to change for all sessions. Tickets are not eligible for refund or exchange due to one or more changes in the US Open schedule of play.

### TICKET EXCHANGE POLICY

(Please read above to determine if your tickets are eligible for exchange)

If a US Open session is cancelled (as provided for in the Cancellation Provisions below), tickets can be exchanged on a one-for-one basis for either this year's US Open (2012), if applicable, or next year's US Open (2013) as follows:

#### 1. For the 2012 US Open (Box Office Only)

If the USTA elects, in its discretion, to permit exchanges for the 2012 US Open, tickets may be brought to the USTA Billie Jean King National Tennis Center Box Office for exchange for select sessions, if any, determined at the discretion of the USTA and subject to availability for the 2012 US Open.

#### 2. For the 2013 US Open (By Mail Only)

Ticket holders must submit a written request along with their actual tickets within 30 days of the last day of the 2012 US Open in order to exchange tickets for the same session for the 2013 US Open. Tickets should be sent via certified mail to:

US Open Ticket Office  
USTA Billie Jean King National Tennis Center  
Flushing Meadows-Corona Park  
Flushing, NY 11368

The USTA cannot guarantee ticket availability, exchange of equal value or comparable seat location. The USTA reserves the right, in its discretion, to process ticket exchanges directly, or to issue vouchers, US Open Event Cards or other redemption tools to process ticket exchanges. All ticket exchanges are final, and there will be NO REFUNDS OR CREDITS.

## CANCELLATION PROVISIONS

Cancelled/Completed Session Definitions and Inclement Weather Exchange Policy for: Sessions #1 through #22 for Arthur Ashe Stadium Ticket Holders, and Louis Armstrong Stadium & Grounds Admission Ticket Holders

Category	Length of Play	Number of Completed Matches	Arthur Ashe Stadium Ticket Holders	Louis Armstrong Stadium & Grounds Admission Ticket Holders	Ticket Exchange Eligibility
Cancelled Sessions	0 mins	0	Day Session match play in Arthur Ashe Stadium has not begun by 5:00 pm or Evening Session match play in Arthur Ashe Stadium has not begun by 9:45 pm due solely to inclement weather.*	Day Session match play in Louis Armstrong Stadium, Grandstand or on any outer court has not begun by 5:00 pm.	Tickets are eligible for exchange as provided in the Ticket Exchange Policy.**
	0-59 mins	1+	Day or Evening Session is ended before the completion of 60 minutes of play (with one or more completed matches) in Arthur Ashe Stadium.	Day Session is ended before the completion of 60 minutes of play (with one or more completed matches) in Louis Armstrong Stadium, Grandstand or on any outer court.	Tickets are eligible for exchange as provided in the Ticket Exchange Policy.**
	0-89 mins	0	Day or Evening Session is ended before the completion of 90 minutes of play (with no completed matches) in Arthur Ashe Stadium.	Day Session is ended before the completion of 90 minutes of play (with no completed matches) in Louis Armstrong Stadium, Grandstand or on any outer court.	Tickets are eligible for exchange as provided in the Ticket Exchange Policy.**
Completed Sessions	60+ mins	1+	Match play in Arthur Ashe Stadium for a Day Session begins prior to 5:00 pm or an Evening Session begins prior to 9:45 pm*** and one match is completed (in one hour or more). Inclement Weather Policy does not apply.	Day Session match play in Louis Armstrong Stadium, Grandstand or on any outer court begins prior to 5:00 pm and one match is completed (in one hour or more). Inclement Weather Policy does not apply.	Tickets are not eligible for exchange or credit.
	90+ mins	No completed matches necessary	Match play in Arthur Ashe Stadium for a Day Session begins prior to 5:00 pm or an Evening Session begins prior to 9:45 pm*** and 90 minutes of tennis has been played. Inclement Weather Policy does not apply.	Day Session match play in Louis Armstrong Stadium, Grandstand or on any outer court begins prior to 5:00 pm and 90 minutes of tennis has been played. Inclement Weather Policy does not apply.	Tickets are not eligible for exchange or credit.

\* If Evening Session play begins after 9:45 pm due to length of play of Day Session or other extenuating circumstances, Evening Session will not be considered cancelled and USTA may adjust the scheduled matches (i.e., number, location, order of play, etc.) as it deems necessary.

\*\* No refunds or credits will be provided if face value of tickets for cancelled session exceeds face value of exchanged tickets.

\*\*\* If Evening Session play begins after 9:45 pm due to length of play of Day Session or other extenuating circumstances (other than due solely to inclement weather), Evening Session will not be considered cancelled and USTA may adjust the scheduled matches (i.e., number, location, order of play, etc.) as it deems necessary.

If any new, ticketed session is added to the official US Open schedule, and such new session is scheduled prior to Session #23, then the above provisions regarding Sessions #1 through #22 for Arthur Ashe Stadium ticket holders and for Louis Armstrong Stadium & Grounds Admission ticket holders will also apply to Arthur Ashe Stadium ticket holders and to Louis Armstrong Stadium & Grounds Admission ticket holders for the new session.

### **SPECIAL EXCEPTIONS**

#### **1. For Sessions #23 Through #26**

(a) This Inclement Weather Policy does not apply to Sessions #23 through #26, as original tickets will be honored for the rescheduled session(s). In the event of inclement weather or other extenuating circumstances affecting Sessions #23 through #26, ticket holders should go to [USOpen.org](http://USOpen.org) for information regarding all rescheduling decisions. The USTA will attempt to reschedule these sessions in sequential order.

(b) This Inclement Weather Policy does not apply to any new, ticketed session, if any, added to the official US Open schedule if such new session is scheduled after Session #22.

#### **2. Louis Armstrong Stadium Plan Holders and Mini-Plan Holders**

Ticket plan holders have two options regarding sessions considered cancelled due to inclement weather. They may either exchange the tickets at the USTA Billie Jean King National Tennis Center Box Office for select sessions, if any, determined at the discretion of the USTA for the 2012 US Open (if the USTA elects, in its discretion, to permit exchanges for the 2012 US Open), or return the tickets and the ticket value will be applied toward their 2013 ticket plan renewal. No refunds or credits will be provided if the face value of the tickets for the cancelled session exceeds the face value of the exchanged tickets, or ticket plan holders do not obtain a 2013 ticket plan renewal.

#### **3. VIP Table/Premium Seat Package and USTA Member Hospitality Package Cancellation and Exchange Policy:**

##### **Closing of Facility**

In the event that the USTA Billie Jean King National Tennis Center does not, for any reason, open for the US Open tournament session (in its entirety) as specified in this US Open Inclement Weather Policy, then the USTA agrees to: (i) refund the Hospitality portion of Fee; and (ii) utilize the Ticket Exchange Policy as provided above with respect to the applicable tickets.

##### **Cancellation of Session**

So long as the USTA Billie Jean King National Tennis Center is open for the US Open tournament session, there shall be no refund for the Hospitality portion of Fee by the USTA even if any such session(s) is ultimately cancelled and/or no matches are played due to weather or other reasons. If however, such session is cancelled (or tennis is otherwise limited in a manner specified in the 2012 US Open Inclement Weather Policy with respect to the applicable tickets), then the USTA agrees to utilize the ticket exchange mechanism, if any, provided for in this US Open Inclement Weather Policy.

In each instance, the applicable tickets must be returned to the **US Open Ticket Office, USTA Billie Jean King National Tennis Center, Flushing Meadows-Corona Park, Flushing, NY 11368** by the client **within 30 days of the date of the applicable session**. No exchange or refund will be provided for tickets not returned within such thirty 30-day deadline; the policy set forth in this subsection **applies to single-session tickets only**. The USTA reserves the right to alter, change and/or modify any and all cancellation and refund policies.

**This policy is subject to change at the discretion of the USTA.**

## **WHILE ON SITE**

### **RESTAURANT GUIDE**

Along with the best tennis and entertainment in the world, the US Open offers premium dining experiences — from Mojito, our Cuban-inspired restaurant and bar, to Champions Bar & Grill, a classic American steakhouse. Whether you are in the mood for a light snack, lunch, dinner, meeting friends for cocktails or satisfying a sweet tooth, our restaurants can cure any craving. Come experience all the US Open has to offer. The food options are endless. There's sushi, steak, crepes, fish tacos, deli sandwiches along with the favorites — hot dogs, burgers and fries. Or if you prefer an organic option, stop by the Stonyfield Café. For all of the information on where to eat, pick up a Shopping & Dining Map from the American Express Guest Information Booths.

**Reservations are recommended for Aces and Champions Bar & Grill. Reservations can be made starting August 1 by calling the reservation line at 718.393.1933.**

#### **Aces and Champions Bar & Grill**

Both are located on the Club level in Arthur Ashe Stadium between Gates 3 and 4 and are available to Courtside Box seat holders and Luxury Suite guests. You can access both restaurants by using the elevators on the east side of Arthur Ashe Stadium adjacent to the US Open Club Presented by Emirates Airline. Loge and Promenade Subscription Series ticket holders may purchase passes for the duration of the tournament by calling the USTA Billie Jean King National Tennis Center Ticket Office at 718.760.6363.



#### **US Open Club Presented by Emirates Airline**

The US Open Club Presented by Emirates Airline is located on the ground floor of Arthur Ashe Stadium. The Club is available to all Subscription Series ticket holders for the duration of the tournament for a nominal entrance fee, and is included for Silver Loge Box seat holders. The US Open Club Presented by Emirates Airline, with its striking contemporary décor, is famous for the Chef's Table and seasonal selections of eclectic American cuisine. Restaurant passes are required. To purchase passes, call the USTA Billie Jean King National Tennis Center Ticket Office at 718.760.6363.



#### **Patio Café & Bar**

Soak up the beautiful surroundings of the US Open grounds at our expanded charming outdoor café and bar located outside the US Open Club Presented by Emirates Airline. Enjoy fresh selections of seasonal sandwiches and salads paired with summer specialty cocktails. The Patio Café & Bar is available for all ticket holders.



### Mojito Restaurant & Bar

Mojito, our Cuban-inspired restaurant, transports you to a dramatic setting in a tropical oasis reminiscent of 1950s Havana. Experience Mojito's luscious flavors with Latin specialties and cool cocktails either inside or outdoors in our newly expanded whimsical outdoor garden. Mojito is available for all ticket holders. Join us for lunch, dinner or after the matches. Mojito is located on the ground floor of Arthur Ashe Stadium near the Patio Café.

### Stonyfield Café

Looking for a healthy food option? Stop by the Stonyfield Café, a grab-and-go dining option dedicated to serving healthy food, fast. Stonyfield Café offers food options that are all natural and/or organic, locally grown and sustainable.

### Heineken Red Star Café

The new Heineken Red Star Café is located next to the South Plaza Fountains. The redesigned café will be on the top level of a new two-story building providing guests with a unique view of the grounds. Guests can enjoy a spacious, ideal setting to unwind and keep track of the matches while enjoying the café's laid-back atmosphere and enhanced menus. The new US Open Collection Store, located on the ground level, will feature a complete assortment of 2012 US Open merchandise and mementos alongside a limited selection of Heineken-branded offerings.

### Moët & Chandon Terrace

The new Moët & Chandon Terrace, located next to the Patio Café features Moët & Chandon Imperial Champagne along with full service bar options. Guests can relax and enjoy a glass of champagne in an outdoor lounge setting.

### Rejuvenate by the Fountains

Visit our refreshing food destinations by the fountains, including the South Plaza Café, Carnegie Deli and Ben & Jerry's.

### Baseline Cocktails

Come quench your thirst with a full-service bar that includes premium wine upgrades.

### Wine Bar Food

Come sample Mediterranean flavors with wines to match.

### Grey Goose Bar

Located in the Food Village, the Grey Goose bar features the Honey Deuce, the US Open signature cocktail, along with Grey Goose specialty cocktails and a full service bar.

### Food Village

Enjoy regional cuisine and specialty items at the US Open Food Village.

- Ben & Jerry's Ice Cream Shop
- Carnegie Deli
- Classic Burger
- Cuppa Spotta
- Franks and Fries
- Fresca Mexicana
- Fulton Seafood
- Glatt Kosher Cart
- Grey Goose Bar
- New Delhi Spice
- Pizza, Pasta
- Southern Barbeque
- Stonyfield Café
- Sweet & Savory Crepes



## ATTRACTIONS

**US Open American Express Fan Experience** — The US Open American Express Fan Experience that premiered during the 2011 US Open is moving inside and will be located in the space previously occupied by SmashZone (within the Chase Center). Open to the public, the US Open American Express Fan Experience will feature swing analysis hitting bays allowing fans to get instant feedback on their swing along with other activities. Also new for 2012, the Fan Experience will include a full-size tennis court with daily programming and special offers and assistance for American Express Cardmembers.

**Mobile Shopping** — The 2012 US Open features an enhanced mobile experience that includes merchandise-ordering capabilities in addition to the ability to check live scores, daily schedules, the latest news and watch live matches. With this dynamic shopping feature, you'll be able to purchase merchandise while on the grounds for pick-up or delivery to select locations at your convenience.

**Fountain Plaza Desk** — Join us at the Fountain Plaza Desk in the South Plaza! ESPN and CBS will broadcast live during select sessions. You won't want to miss interviews with today's tennis stars!

**Where to See the Stars** — The practice courts located by the West Gate are a great place to get an up-close look at some of the world's best players.

**Membership** — Here's your chance to make tennis, make a difference in communities across the country. Join the USTA today and help us change lives through tennis. Stop by the USTA Membership Booth next to the US Open American Express Fan Experience under the overhang of the Chase Center or logon to [usta.com/membership](http://usta.com/membership) to purchase/renew a membership.

**Merchandise** — A vast array of tournament souvenirs and mementos are available to commemorate your US Open experience. See the Grounds Map on page 11 for locations.

**International Tennis Hall of Fame & Museum Gallery at the US Open** — Be sure to visit the US Open Gallery, located inside the Chase Center.



## SPECIAL EVENTS

### Arthur Ashe Kids' Day Presented by Hess

**Saturday, August 25**

The USTA Billie Jean King National Tennis Center comes alive with fun tennis activities and entertainment for the entire family beginning at 9:30 am. Free admission. Stadium Show begins at 1:00 pm with the coolest music and tennis stars rockin' the house! Tickets required for Stadium Show.

For more information, visit [arthurashekidsday.com](http://arthurashekidsday.com).



## GUEST SERVICES

**Guest Conduct** — Guests shall refrain from creating a disruptive environment for others, and violators may be subject to eviction from the facility. Foul or abusive language, intoxication, and obscene or indecent clothing will not be tolerated. The progress of the match will not be disrupted by guests' actions or unauthorized persons entering onto the court.

**Guest Information** — US Open Guest Information hosted by American Express is located on the East side of Arthur Ashe Stadium in a kiosk outside of Mojito Restaurant & Bar and at the East Gate. US Open Ambassadors are also located throughout the site.

### Guests with Disabilities

Reserved wheelchair-accessible seating is available on two levels of Arthur Ashe Stadium. Wheelchair-accessible seating is available on one level of Louis Armstrong Stadium and the Grandstand, on a first-come, first-served basis. Wheelchair-accessible restrooms, drinking fountains, phones, ATMs and counters at point-of-service locations are available throughout the site.

**Lost & Found** — Lost & Found is located in the Guest Services Office in Louis Armstrong Stadium's Great Hall across from Gates 16 and 17.

**Lost Children** — A lost child will be taken to the Guest Services Office located on the Court level of Arthur Ashe Stadium.

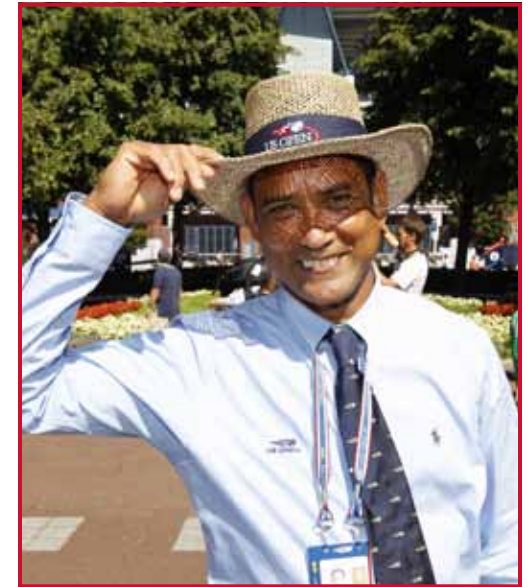
**Smoking** — The USTA Billie Jean King National Tennis Center is a smoke-free facility.

**First Aid** — There are six First Aid Stations (see the Grounds Map on page 11):

- Arthur Ashe Stadium — Court level across from Fire Command
- Club level — Gate 7
- Promenade level — Gates 30 and 31
- On the grounds — West of Field Court 8
- Grandstand (northeast corner) — Gate 13
- Court 17

**Baby Diaper Changing Stations** — Baby diaper changing tables are located in every public restroom of the facility.

**Nursing Station** — Visit First Aid Station west of Field Court 8.





## WHAT WE ARE DOING

**Green Initiatives** — Our courts may be blue, but we are thinking green! The US Open continues to do its part to become a more eco-friendly event.

**US Open National Playoffs** — The US Open National Playoffs is open to anyone and everyone 14 and over with a dream to compete on tennis' biggest stage, the US Open. The National Playoffs begin as a series of sectional qualifying tournaments held in 13 USTA sections throughout the country from May to June. The 13 men's, women's and mixed doubles champions (or top available finishers) from each sectional qualifying tournament advance to the US Open National Playoffs - Men's Singles, Women's Singles and Mixed Doubles Championships held in New Haven, Conn., in conjunction with the New Haven Open at Yale Presented by First Niagara, an Emirates Airline US Open Series event. The US Open National Playoffs - Men's Singles and Women's Singles Championships will be held August 17-20 with the Mixed Doubles Championship taking place August 22-25. The men's and women's singles champions earn a wild card into the 2012 US Open Qualifying Tournament while the mixed doubles champions receive a main draw wild card into the 2012 US Open Mixed Doubles Championship. Come out to cheer on your US Open National Playoffs Champions!



## EXITING

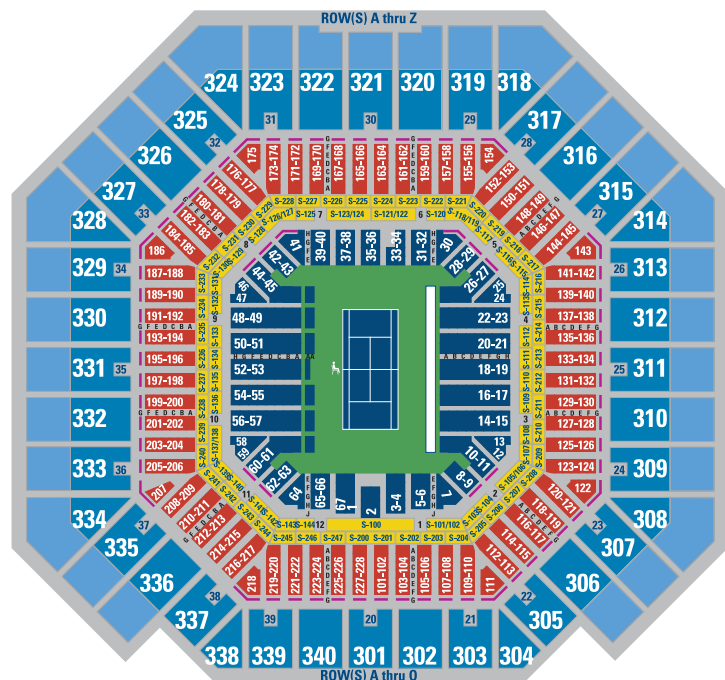
**Exit and Re-Entry** — Day Session ticket holders wishing to re-enter the facility must have their ticket and hand stamped. Re-entry is permitted at all gates up until 6 pm.

**Domestic Broadcasts** — CBS, ESPN2 and Tennis Channel. Check local listings or [USOpen.org](http://USOpen.org) for times and schedules.

**Web Site** — [USOpen.org](http://USOpen.org), the official tournament Web site, is your courtside seat to the US Open. Watch matches LIVE every day, with more than 200 matches available on US Open Live. And get the latest results from each and every match with exclusive point-by-point live scoring, enhanced statistics, draws, analysis, video highlights and fan comments. When you're on the go, USOpen.org's mobile options mean you won't miss a single point. You can receive tournament news, scores, video highlights, and information regardless of your preferred device with the official US Open iPhone and Android Apps, mobile and iPad optimized sites, free SMS alerts, and the first US Open iPad App. USOpen.org also features the latest news, behind the scenes videos, photos, player interviews, TV schedules, USOpen.org Radio, Stars at the Open, and the US Open Bracket Challenge. You can stay connected to the US Open and communicate with other fans on Facebook, Twitter, foursquare, Pinterest, Google+, and YouTube. Plus, USOpen.org is the official online shop of the US Open, making it the place to go to purchase all licensed US Open merchandise, from jumbo balls to T-shirts and polo shirts, to towels and more. Whether at home, in the stands or on the go, be sure to catch all the action at [USOpen.org](http://USOpen.org)!

## Arthur Ashe Stadium

## Louis Armstrong Stadium



COURTSIDE

LUXURY SUITES

LOGE

LOWER PROMENADE A-O

UPPER PROMENADE P-Z

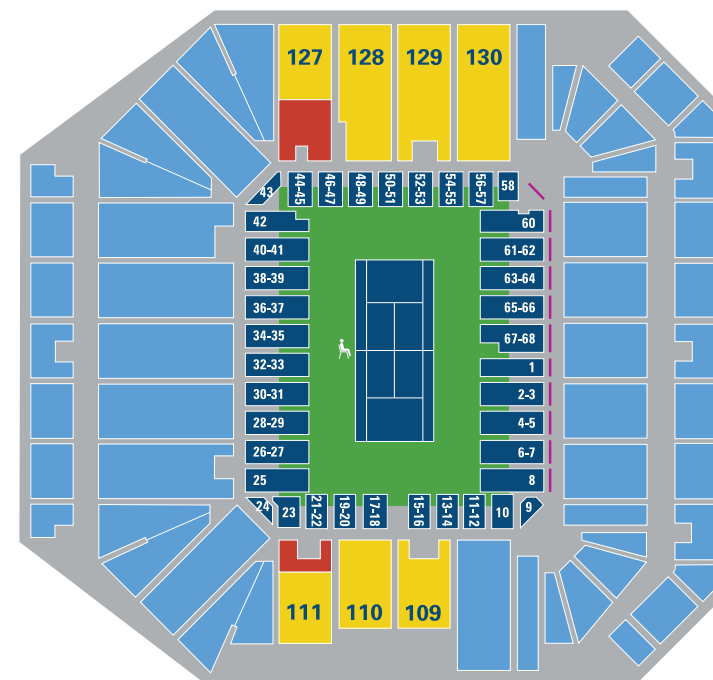
WHEELCHAIR ACCESSIBLE

PHOTOGRAPHERS' PIT

CHAIR UMPIRE

Stadium capacity is approximately 23,700. Reserved seating only. You must have a reserved ticket to enter.

There are more than 6,500 seats in the outer courts. All seating on outer courts is on a first-come, first-served basis.



COURTSIDE RESERVED

LOGE RESERVED

GENERAL ADMISSION

RESERVED

WHEELCHAIR ACCESSIBLE

CHAIR UMPIRE

Stadium capacity is approximately 10,000. All Courtside Box seating is reserved, and reserved Loge seating is available in sections 109 - 111 and 127 - 130. All other seating is on a first-come, first-served basis.

The Grandstand seats approximately 5,800. All seating is on a first-come, first-served basis.



# MAP LEGEND

- Admission Gate
- Car Service Stand
- Disabled Guest Parking
- Permit Parking, Lots A-G
- Permit Parking, Lot H
- Shuttle Stop, Hotel
- Shuttle Stop, Lots 1-7
- Shuttle Stop, Lots D, E, F, G
- Shuttle Stop, Lot H
- Shuttle Stop, Media
- Tennis Court
- US Open Public Parking, Lots 1-7
- USTA Billie Jean King National Tennis Center
- 7 Subway
- Main Roads
- Pedestrian Path
- Railroad/Subway Tracks

